



Stronger Safer Gloucester Partnership

Annual Review 2020/21

Introduction

Stronger Safer Gloucester is a partnership of statutory and VCS organisations with the purpose of creating strong, safe and healthy communities in Gloucester. It is also the statutory Community Safety Partnership for the City.

The Partnership will build on the strong relationships that exist between partner agencies in our City, bringing together the people who have the ability, resources and commitment to make things happen. Its members will be supportive and challenging in order to link the engagement, prevention and enforcement agendas. We will we work collectively and use positive problem-solving methodologies in our work to shape our shared response.

Partners who have actively participated in the Stronger Safer Gloucester Partnership this year are:

- Gloucester City Council
- Early Help Partnership
- County Hate Crime strategic group
- Gay Glos
- Solace, anti-social behavior team
- Gloucestershire Fire & Rescue Service
- Gloucestershire Clinical Commissioning Group
- Gloucester Primary Care Networks
- Gloucester City Homes
- Gloucester Neighbourhood Policing Team
- Office of the Police and Crime Commissioner
- County Homelessness Coordinator

The SSGP is part of a wider network of partnerships across the City which also includes:

- Safer Gloucestershire
- County Hate Crime Strategic Group
- Health and Wellbeing Board
- Integrated Locality Partnership

- Safeguarding Children and Adults boards
- Strategic Housing Partnership
- Gloucester BID
- Daysafe
- Nightsafe

The partnership works to three themed areas – Prevention, Protection and Response. This is in line with the review of the partnership and based on feedback from partners in order to keep our work focused on outcomes for the communities of Gloucester.

During 2021/21 our shared partnership work focused on the below:

PREVENTION

Youth engagement and diversion in Barton & Tredworth

The partnership was successful in securing £15,000 from the OPCC to deliver a number of projects to promote equality and diversity with a particular focus on the Barton & Tredworth area.

A **Calisthenics**¹ project aimed to expose communities in Barton & Tredworth to new ways of keeping fit. Equipment will be installed in Parry Fields as a site for physical training in calisthenics as well as dance and circus skills. A programme of dance and circus performances will be developed by professional artists in cooperation with the community to ensure equipment is utilized and the community are engaged. Indoor workshops and performances will be carried out at the Olympus Theatre on Barton Street. The project is in planning phase and will be delivered through 'the School of Larks' and 'Your next move' during June – September 2021.

A virtual Black Lives Matter celebration event is scheduled for 18th March 2021. '**Each one Teach one**' will be a showcase of some of the positive contributions Black people have made in Gloucester & Society. There will be keynote speakers, poetry, performances, videos and discussion forums around the meaning and importance of Black Lives Matter. Finally, the event will conclude by considering the next steps in the fight for Racial Equality.

A '**History, Herstory Their story Our story**' - project in partnership with t\wo Creatives (Creative Solutions; Fresh Air Foundations) and the Gloucester Heritage Hub delivering events and an exhibition that will be launched at the 'Each one teach one' event. The project involves three stages:

- An opening event with Vanley Burke (whose iconic images have captured the evolving cultural landscape, social change, and stimulated debate in the UK over the past four decades) with workshops, speakers, round table discussions about the impact of the killing of George Floyd on individuals etc, celebrating achievements black people have made to Gloucester and nationally. We will cooperate with Gloucester Academy in this event
- a discovery phase where young people will be encouraged to speak with a range of communities across the city to ask a simple question - "speak to the oldest person in your family about the first time you saw a black person?"

¹ Calisthenics is a form of fitness which utilizes gravity and bodyweight leverage.

- The partnership will present an exhibition in various locations including shops and hairdressers in the community and as part of the history festival towards the end of the year.

A small amount of this funding was used for supporting the **Gloucester Early Years Partnership** to deliver a minimum of 2 activity sessions for 15 students from Gloucester Academy who are making the transition from Y6 to Y7. The delivery will include a mixture restorative practice type activity. This project will have various partners and the children and young people participating will come for the 6 top feeder schools that link into Gloucester academy. The project successfully ran during July and August 2020

Building links with the Integrated Locality Partnership and focus on Health Inequalities.

Although Gloucestershire is a relatively affluent and healthy county, there are pockets of inequality in health access and outcomes, most notably in Gloucester City. We also now know that the impact of coronavirus falls disproportionately on groups already disadvantaged. The recent PHE report, [Beyond the data: Understanding the impact of COVID-19 on BAME groups](#) identifies several statutory ‘anchor institutions’, such as NHS and local government, who need to scale up prevention services and develop strategies to rebuild trust and participation, co-producing solutions with communities themselves.

The CCG is leading on a task and finish project to better understand health inequalities and current provision in the City and to contribute to an ICS-wide toolkit that helps target resources to support improved provision, access and outcomes. The aims to adopt an asset based approach in designing tools and approaches.

The plan seeks to cover the three levels of the Population Intervention Triangle illustrated below. The health approach to creating equality typically focusses on the ‘service based interventions’ section, seeking to ensure services are accessible and that outcomes are consistent across the protected characteristics and disadvantaged populations.

Components of the Population Intervention Triangle



Tackling health inequalities requires cooperation across the system, and the SSGP is a named key stakeholder in the project plan; and has contributed to the development of a project brief during 2020/21.

Vulnerable Women with Complex Needs project

The SSGP provides oversight of this two-year project which is a cooperation between Gloucester City Council, Gloucestershire County Council, Gloucester City Homes, the Office for the Police and Crime Commissioner and the Clinical Commissioning Group with the common aim of improving outcomes for extremely vulnerable women by changing the practice in the way services are offered. The target group are women who have experienced significant trauma and a multitude of other challenges such as displacement from housing, criminal activities, sex working, addiction to drugs and alcohol and who struggle to maintain relationships and look after their children. These women are generally not supported through primary care services but attend A&E. They are in contact with many different services ('revolving door syndrome'), often without real impact but with significant costs to the system which continues to fail them. The aim of the project has been to deliver a step change in the provision of services to these women. The project takes an asset based approach by focusing on and developing further the existing motivations, passions and skills of the cohort and building their resilience. The contract is delivered by the award-winning Women's Centre of Gloucestershire based Nelson Trust.

The project commenced in March 2018 with investment of £10k per annum from each of the commissioning partners, plus an additional contribution from the County Council who also let and managed the contract with Nelson Trust. This enabled the Nelson Trust to work with a cohort of up to 20 women who are referred through the partner agencies. As expected, a number of women were referred by two or more agencies. The project is achieving very positive outcomes. Following a period of intensive engagement and assessment with key workers and other professionals, each woman will be supported in developing a bespoke development. Individual progress for each woman is measured across any of nine appropriate pathways, including, sex working, health, accommodation, and skills & employment.

Bluelight Group

Alcohol harm disproportionately affects those who live in the most deprived parts of our community, Alcohol use interacts with a range of other health behaviours and change-resistant drinkers often experience complex physical and mental health, social and economic issues, which lead to further health inequalities. Blue Lights is an initiative developed and piloted by Public Health and Gloucestershire County Council. It works from the basis that a small number of change-resistant drinkers are not always engaged in community alcohol services because they do not demonstrate that they are motivated to change. Blue Lights seeks to build skills and change culture so that alternative approaches and care pathways can be developed for these change-resistant drinkers.

Blue Lights seeks to address the pattern of more frequent contact with a range of frontline health, local authority and criminal justice organisations by those more complex drinkers, whose alcohol uses and associated lifestyle can be a barrier to engagement. Evidence suggests that these clients respond best to an assertive approach, which is not time-limited and accepts that change may be more gradual and faltering. Often, different needs need to be addressed in parallel or before the client can effectively access and sustain alcohol treatment. This intervention seeks to address the pattern of more frequent contact with a

range of frontline health, local authority and criminal justice organisations by those more complex drinkers, whose alcohol uses and associated lifestyle can be a barrier to engagement.

All of the organisations below are involved around the Partnership table in Gloucester

- Gloucestershire County Council
- Gloucestershire Constabulary
- Community Rehabilitation Company (Probation)
- Gloucestershire Hospitals NHS Foundation Trust
- Gloucester City Council
- Change, Grow, Live
- 2Gether NHS Foundation Trust
- South Western Ambulance Service NHS Foundation Trust
- Green Square Group
- The Riverside Group Limited
- Elim Housing
- Gloucester Women's Centre/Nelson Trust
- Home Group
- P3 Charity
- Project SOLACE
- Gloucestershire Domestic Abuse Support Service
- Homeless Healthcare Team
- Action Glos
- Gloucester Community Wellbeing Service

PROTECTION

Street Aware

Street Aware was introduced in 2016 to tackle street-based nuisance in the City centre, initially focussing on begging. During 2018 it expanded to address street drinking and youth anti-social behaviour. Alongside the introduction of a PSPO (Public Spaces Protection Order), the Street Aware approach has seen a decrease in street drinking in the City centre and increase in engagement and offers of support with those seen street drinking. Street Aware approach focusses on “engage, support, enforce” with enforcement as a last resort and engagement and support aimed at tackling the root causes of issues. Monthly meetings bring together support and enforcement agencies to agree a way forward for each individual case. Youth Street Aware works with other partnership initiatives and police operations to avoid overwhelming young people with too many agencies to work with. The two strands to youth Street Aware are casework - which focusses on intensive, co-ordinated multi agency work with ringleaders of ASB incidents - and community building with young people which aims to understand how and why they use the city centre, increasing connectivity between young people and local businesses and feeding the voice of young people into services.

Injunctions figures for this year are:

- Oct – Dec 2019 = 7 live injunctions (4 breaches)
- Jan – March 2020 = 11 live injunctions (2 breaches)
- April – June 2020 = 13 live injunctions for Gloucester (7 breaches)
- July – Sept 2020 = 12 live injunctions for Gloucester² (4 breaches)

Since March 2020 there has been intensive engagement and support with the rough sleeping and homelessness teams, including:

² the figures above are for Solace overall in Gloucester and not just for Street Aware work. One person may breach multiple times and each breach is accounted for separately so 1 person may total a number of breaches

- Strong and continues links with partner agencies including Gloucester Neighbourhood Policing team, Change Grow Live, Charity P3, Pivotal, Big Issue, Housing colleagues and supported accommodation providers.
- Throughout the year as well as during lockdown, we have continued to receive and review breach notifications, we have issued warnings where appropriate and also taken breach cases back to court. If we have been made aware of new victims in cases, we have also amended existing injunctions in a bid to protect them as well
- During lockdown#1 and the 'everyone in' (CEAP) policy, the team had a place at the homelessness cell where CEAP accommodation and other CEAP matters were discussed, we were thankful for our place in this cell and to have the opportunity to relay and link information back to partners where needed.

Street drinking

During the lockdown periods where some supportive groups/agencies buildings were not able to open or operate as they would have done so, we saw an increase in the number of people street drinking, specifically in one area of the City. As a result, we worked with the Gloucester Police neighbourhood team on the PSPO for the area and surrounding streets. A huge amount of work was undertaken by the team at Gloucester Neighbourhood and we joined them on patrols where possible as well as all parties making offers of referrals to CGL for those people street drinking. As a result, there was a reduction in street drinkers in this area over time as well as education to those in the area surrounding the conditions of the PSPO.

Solace worked with partners in the City Council to arrange for street furniture (benches) to be removed in 2 areas of the city where street drinkers were congregating, meaning other residents in the community could not use the benches or the areas they were in. One area also had signs of other criminality and ASB. We have received positive feedback after the benches were removed

Youth anti-social behavior (ASB)

At the beginning of 2020, there were some issues surrounding groups of young people causing ASB in fast food outlets. Through the partnership working in Street Aware, young people were identified and initial letters of concern were issued during a home visit where agencies could offer more support to young people and their families. Plans and advice were also given to the fast food outlets on how they could also assist.

Adverse Childhood Experiences (ACES)

Adverse Childhood Experiences (ACEs) are proven to play an intrinsic part in people's lives and affect their interactions with others. Without the presence of resilience factors which help to overcome ACEs, people who experience ACEs go on to face negative challenges in adulthood which can include entering the criminal justice system, living with long term health impacts, relationship breakdowns and misuse of drugs or alcohol. By identifying what challenges someone has faced in life, services can work with them to support them more holistically, leading to more successful and sustainable life changes as well as breaking the cycle for future generations.

Throughout 2020/21 partners in the SSGP have worked to raise awareness of ACEs within their own organisations with a view to shaping services to be more ACEs informed, with the

aim of being able to support people better. ACEs awareness is now being embedded in service provision including associated work such as trauma informed spaces.

During 2020/21, the following projects were delivered:

- Gloucester City Council delivered bespoke training for managers and team leader on the subject of 'Trauma Informed Practice'.
- the vulnerable women with complex needs project (see above) adopts a ACEs based approach
- City and County-wide housing homelessness and rough sleepers programmes are adopting a trauma informed approach, including using an ACEs approach to scoring homeless applications.
- Gloucester City Council's Customer Service and Housing front line teams have received trauma informed training.

RESPONSE

Throughout the year, the SSGP has provided a forum for oversight and coordination of the incredible and community led Covid response across the City. Notable projects include:

Covid-19 – Community Response

The local community response during the C-19 pandemic has been overwhelmingly positive and has seen a strong local help and support, some of which was organised through City Council officer and members and existing community and civil society groups; other activity emerging and responding to a changing situation. It has involved over 500 street champions and hundreds of people volunteering or helping in all wards of the City. A number of new structures and networks have supported this effort, including:

- The Gloucestershire Help Hub as a county-wide portal where people to register if they needed help or wanted to give help in order to be matched. In Gloucester we have seen 2,107 interactions with the Help Hub between 20 March and 18 June. Of these 914 were offers of help (with 97 from businesses); while 1,193 were requests for help (with 309 indicating that neighbours need help). After the first lockdown, demand reduced to a steadily low level (max 5 per day on some occasions). In addition, requests for assistance were also received from the National Shielding Service to provide local support to the Clinically Extremely Vulnerable (Shielded), demand for this was greater during the second lockdown, with initially over 80 requests but this quickly reduced to just under 5 towards the end. Our data suggests that local resilience that developed in the early stages of the lockdown through the local VCS and mutual aid groups has strengthened significantly, allowing the local authority to concentrate on the complex cases that came through the Help Hub.
- A network of over 500 street champions across the City who support and organize volunteers at street or neighbourhood level
- A network of organisers at ward level, including elected members and community/ VCS leaders and businesses, who created a Food Consortium and a local food referral system that distributed food to over 10,000 beneficiaries
- The Gloucester Community Building Collective and their team of community builders who supported city wide projects working with partners such as Play Gloucestershire,

Active Gloucestershire, the Culture Trust or Community Centres (ie the Club@Tuffley) to deliver activity based support

- Reliance on existing and deep structure (often traditional and family based) in some parts of the city, for example Barton and Tredworth

Tackling food poverty

Gloucester was very quick to respond to the pandemic and introduction of lockdown measures; we saw several community networks form organically alongside existing community groups to support the most vulnerable in our areas. To support the community efforts the Gloucestershire Community Help Hub was formed for each Gloucestershire district for people to register their need of help, offer of help or concern for a neighbour or business offering help. It quickly became apparent that food poverty was a high priority for many individuals, couples and families whether that was due to furlough, loss of jobs, home schooling or illness. We recognised this and to support the efforts of the local food bank we helped facilitate a few local businesses to come together and open a food consortium. Gloucester City Council helped fund the project over 8 weeks spending £28k on 5733 tonnes of food.

We then worked alongside Gloucestershire Gateway Trust following a successful grant application for funding of £40k from DEFRA. This funding was used to compliment ambient food that Tuffley Court Community Association had secured for the City in response to the crisis from FairShare SW with fresh vegetables, protein and fruit and meet demands for dietary and cultural requirements. Fairshare SW have since been successful with funding from Gloucestershire Funders to continue with delivery of ambient food until March 2021 and with funding from both City and County Councillors we will be able to continue with the fresh offer.

Food requests from the community hub or local networks were triaged by 14 dedicated community champions across the City to ensure they were reaching those most in need and to find out what had changed for people to ensure signposting on for further support could be done with benefit enquiries and help with poor mental health. Food has been distributed across a network of 25 partners across the City from existing community groups to new food cupboards that have emerged due to the crisis.

We have confirmed that requests for support are continuing and we anticipate they will increase in the new year due to increasing redundancies in sectors across the City and wider areas. We have also seen an increase in people approaching the networks struggling with their mental health during lockdown and a simple cooked meal or food parcel can make all the difference supporting them with their wellbeing and it gives an opportunity to connect with them and signpost them to local agencies to offer further community support.

Food has been the golden thread in connecting our communities, it has brought people together and highlighted several struggles whether that's with mental health, healthy eating, benefits and reduced incomes. We have clear and immediate experience from creating parcels and meals already to be able to provide people with well-balanced nutritional food. We also want to continue to build on the sense of community that has been created during the pandemic and seize the opportunity to actively involve the dozens of new volunteers who have come forward to help their communities so that there is a legacy of increased community reliance and reduced food poverty coming out from this Covid-19 crisis. The

number of calls received by the community help hub have reduced and we are confident that this is due to connections being made in the community.

Alongside all these efforts a working group is emerging to create a Food Justice Programme and Food based Solutions for health as there are several factors in accessing good food to tackle health inequalities.

Focus area: Gloucester Park

Trends such as anti-social behaviour, environmental crimes and drug use led to Gloucester Park being chosen as a focus area for the Partnership to bring together services and work with the community or 'friends group' to tackle these issues.

Work has focused on the following initiatives:

- Complaints of loud music being played from speakers which were being brought to the bandstand have now been resolved through the local PCSO liaising with the groundskeeper for the park, isolating the electricity supply
- A proposed review with GCC Cultural Services to consider the appropriateness and lengths of the annual funfair in the park
- Identifying and making contact with the 'Friends of Gloucester Park' group and making links with the PCSO in order to build community ownership and encourage a programme of improvements to the Park
- Developing a greater presence of the PCSO through formalizing his presence in the Café in the Park (when appropriate) and providing a noticeboard/encouraging the community to engage with them
- Improved usage of CCTV cameras that cover the bandstand
- Clearing the area at the top corner of the Park (next to the Rikenel Health Centre car park) and landscaping to open up the area and making it part of the Park to discourage drug use or fly-tipping. During 2021/22 it is planned to obtain necessary authorizations to allow community groups to use this space
- Planned repairs/improvements to the fountain, café and aviary – now delayed until 2021/22

Focus area: Kingsholm

The Kingsholm & Wotton ward in Gloucester is an inner-City ward with a transient community and an above average number of HMOs. It hosts a number of supported housing schemes and community support facilities and includes the hospital. The demographic and urban built of the ward has attracted a higher than average number of street drinkers and street homeless people which has led to low level anti-social behaviour and nuisance that impact on the local community and impact on the reputation of the ward.

In autumn 2020, Gloucester City Council set up a multi-agency task force to identify issues and actions that can address street drinking in particular. The focus was on identifying a range of actions to address causes and take an asset based approach. This led to an Area Action Plan with a range of responses, including:

- Engagement with local off-licenses to limit the selling of high-strengths cheap alcohol
- Sustained focus on single entrenched rough sleepers in Hillfield Gardens

- Provide evidence to limit the number of HMO applications in certain parts of the ward; including a stock condition survey
- Focused evidence gathering against a group of transient street drinkers; apply problem solving approach but apply for civil injunctions if necessary
- Consider expansion of the current PSPO into the Kingsholm ward
- Redevelopment of the 'Rose Garden' (corner of London Road/Great Western Road) to deter street drinkers – funding for this £30k project has been secured and works will start in early 2021.

The above projects are progressing well and are funded from existing resources, drawing on partner contributions where possible. This work will continue during 2021/22.